



# Quality Assurance in the BAH Process

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# BAH Program Costs

◆ 1999      **5 Billion**

◆ 2002      **7.69 Billion**

◆ 2003      **9.05 Billion**

◆ 2004      **9.84 Billion**

◆ 2005      **10 + Billion**

# Quality Assurance

## ◆ **Definition**

A planned program consisting of: all actions necessary to provide adequate confidence that an item or product conforms to established technical requirements; and, activities designed to evaluate the process by which products are developed or manufactured.

# Quality Assurance

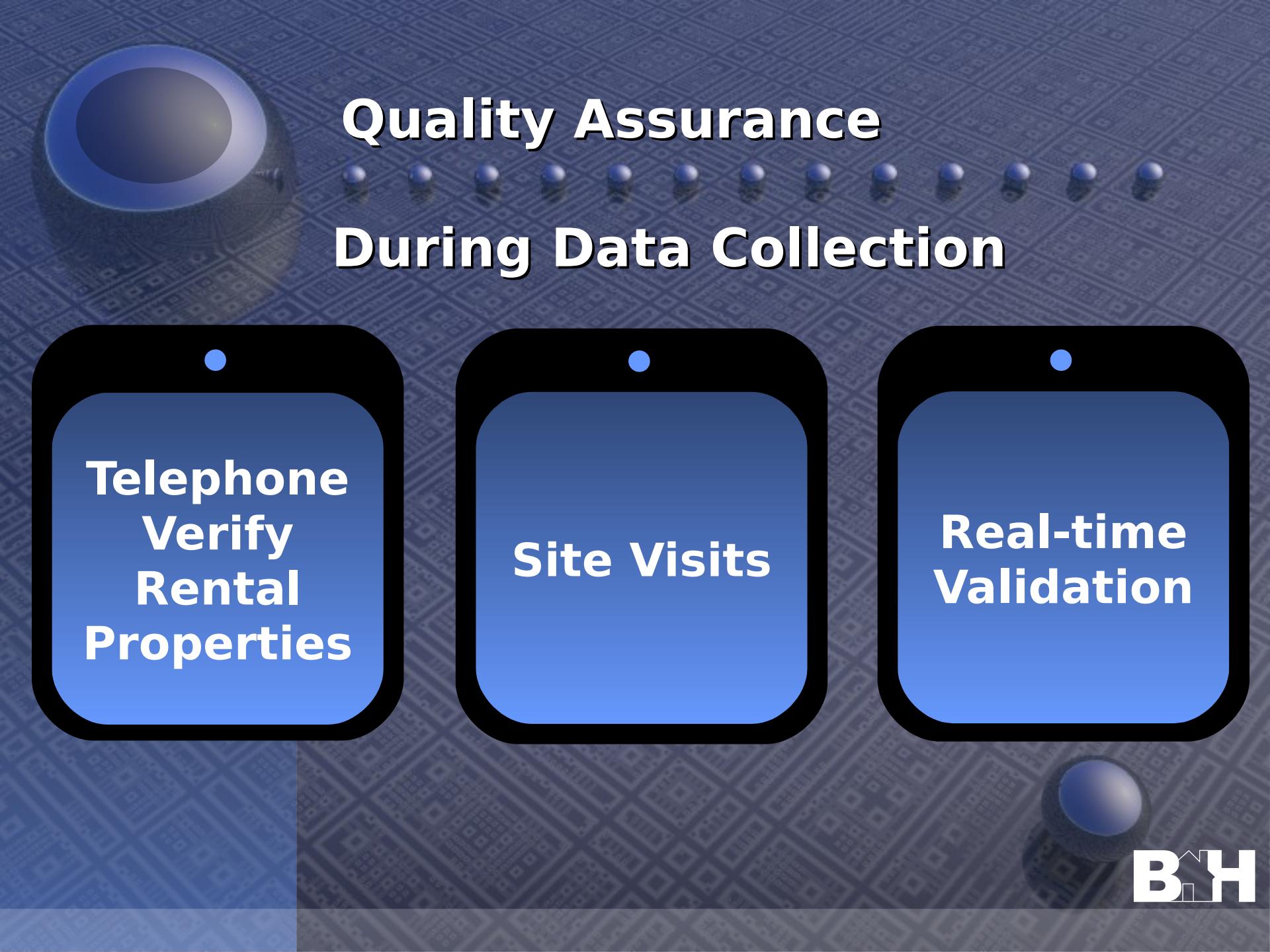
Quality Assurance is about confidence – are we doing the right thing the right way at the right time, and do we get the right results?



# Quality Assurance

## Before Data Collection

- MHO Training
- Census Tract Exclusions

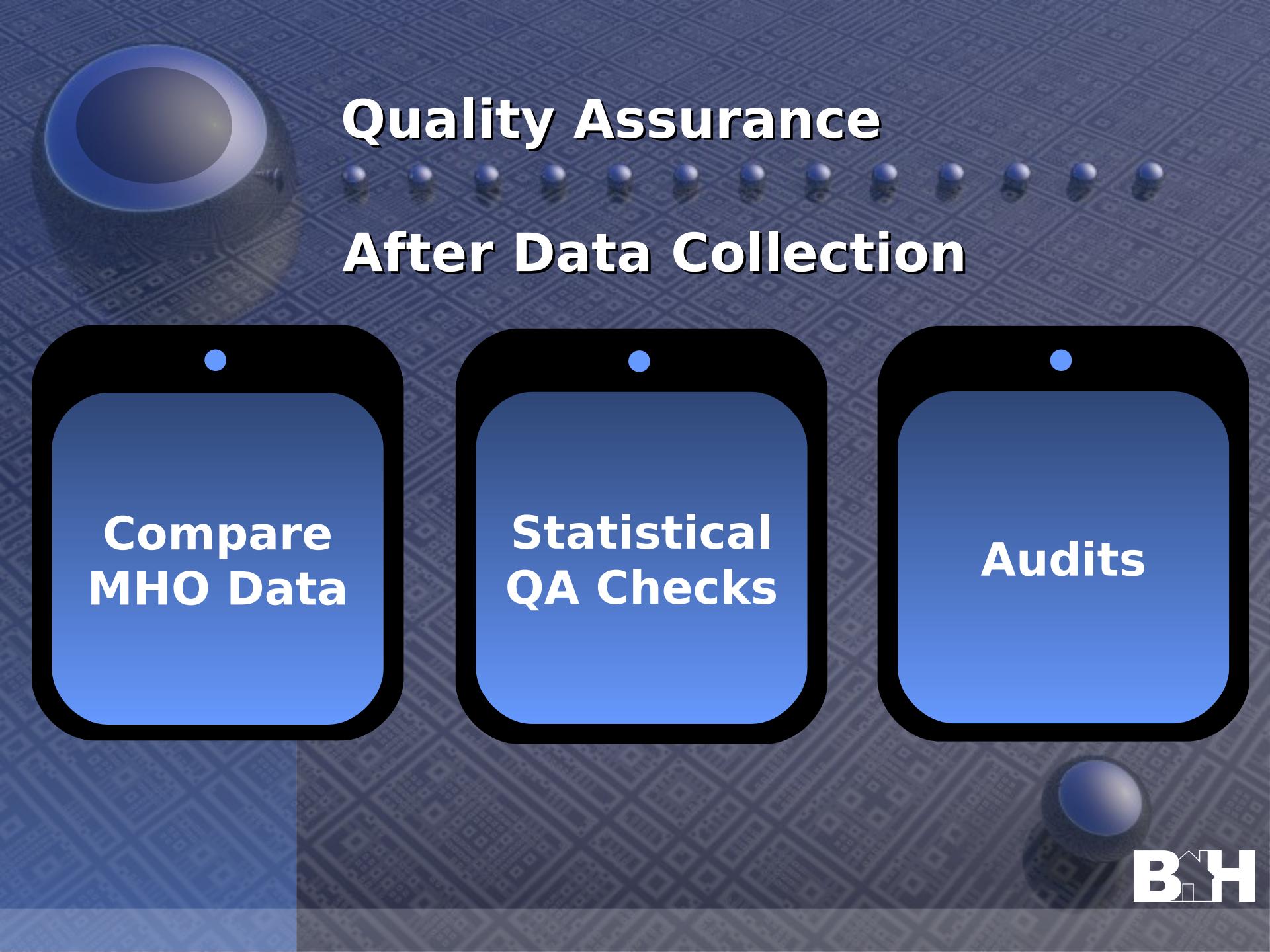


# Quality Assurance During Data Collection

- 
- Telephone Verify Rental Properties

- 
- Site Visits

- 
- Real-time Validation



# **Quality Assurance**

## **After Data Collection**

**Compare  
MHO Data**

**Statistical  
QA Checks**

**Audits**



# Audience Questions





# Thank You

